

DATA CENTER SUPPORT SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties involved in the scheduling and running of application processes; and to assist the Data Center and Network Operations Supervisor in ensuring that all production files and output have run according to job schedule and application parameters.

Supervision Received and Exercised:

Receives general supervision from Data Center and Network Operations Supervisor or from other supervisory or management staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Perform daily data backups using enterprise wide backup/recovery software
- Maintain detailed records regarding items being sent/received from our off-site data storage vendor
- Monitor and verify successful execution of batch processes utilizing multiple automated job schedules residing on HP-UX, NT and legacy servers
- Print and distribute various outputs created by batch and real time processes
- Perform service requests initiated by internal ITD customers and various departments throughout the City
- Verify successful transmission/receipt of electronic file transfers to various financial institutions
- Create bootable recovery tapes for HP-UX and legacy servers
- Ensure all security procedures are followed and enforced within the Data Center
- Maintain tape media library

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Data Center Support Specialist (continued)

Assist in maintaining the City's Disaster Recovery Plan and ITD Emergency Contact

information

Operate and monitor computer and network systems as well as other various

peripheral computer equipment

Identify and evaluate hardware, software and operational problems; assist ITD staff

and/or outside vendors with problem resolution

Set priorities and follow-up to ensure coordination and completion of assigned work

Upgrade and modify legacy operating systems upon request

Install, maintain and update various third party software and utilities

• Communicate effectively with other City employees, technical staff, management,

vendors and contractors

Provide 24/7 on-call coverage for Data Center Support

Perform special projects as assigned

Maintain and order all supplies used within the Data Center

Clean and maintain all equipment that reside in the Data Center

Perform related duties as assigned

Minimum Qualifications:

Experience:

Three years of responsible data center and operations experience to include experience with job scheduling and job control language on various HP-UX, HP3000 and Net

servers. Ability to use and understand technical manuals and documentation.

Education:

Equivalent to the completion of the twelfth grade supplemented by specialized training

related to Information Technology and Data Center Activities

License/Certifications:

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None

Examples of Physical and/or Mental Activities

(Pending)

Competencies:

(Pending)

Job Code: 149

Status: Non-Exempt / Classified